



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Families 360°



Monitoring and Oversight Committee

March 30, 2015



Agenda

- **Welcome and Introductions**
- **Overview of Monitoring & Oversight Committee**
- **Review of Georgia Families 360°**
 - Goals & Objectives
 - Design Characteristics
- **Implementation Activities**
- **Ongoing Focus**
- **Monitoring & Oversight Committee Operations**
- **Q&A**

Georgia Families 360° Background

- The state's new managed care program for youth in foster care, adoption assistance and youth in non-secure community residential placements with the juvenile justice system
- Amerigroup is the CMO vendor contracted with DCH to manage the healthcare for this population
- The program launched in March 2014

Overview of Monitoring & Oversight Committee

- ✓ Operational Oversight
- ✓ Quality Improvement
- ✓ Ensure program goals and objectives are met and are consistent with the Georgia Families Quality Strategy
- ✓ Monitoring of transparent reporting
- ✓ Focused studies

Georgia Families 360° Goals & Objectives

- **Reduce** disruption and increase stability
- **Foster** permanency and long term independence
- **Improve** health outcomes through Care Coordination
- **Integrate** coordination of all healthcare services
- **Engagement** of a primary care physician and primary dental provider

Georgia Families 360° Characteristics

- Complex Care Coordination
- Intensive collaboration with child-serving agencies
- High focus on behavioral health
- Promotion of holistic planning and care coordination
- Value Based Purchasing
- Monitoring & Oversight Committee

Amerigroup Responsibilities

- Complex Care Coordination Services
- Health Risk Screenings (HRS)
- Development of Health Care Plans (CP)
- Medical and Dental homes for each member
- Managing pharmacy benefits
- Ensuring timeliness of medical, dental & trauma assessments

Implementation Activities

- **Initial Operations**
 - Provider Outreach and Education
 - Member Outreach and Education
 - Policy Development
 - Workflows
 - FAQs

Implementation Activities

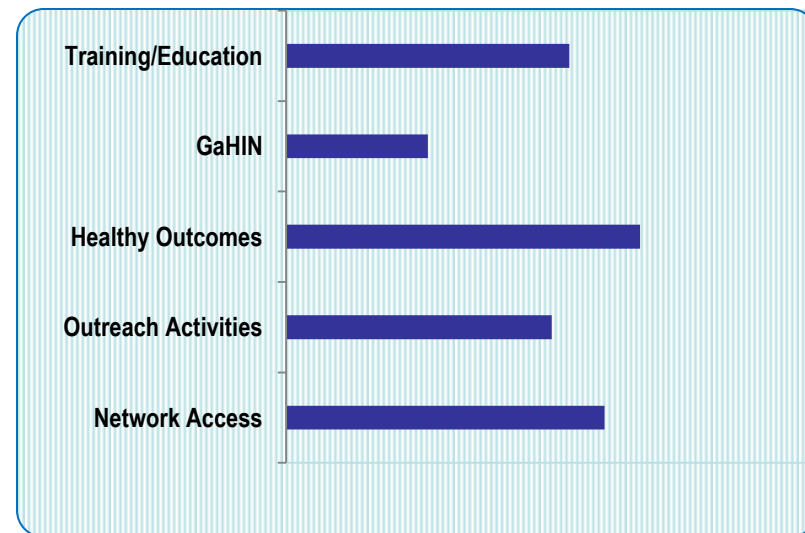
- Initial Operations
 - “War room” calls twice per day to mitigate member issues
 - Weekly Escalation calls from April-October 2014
 - 134 escalations in the first month
 - 150 escalations from March 3-June 3
 - 63 escalations from June-October 2014
 - 82% resolved in a 48-hour average turnaround time to resolution
 - Weekly Cadence meetings with Amerigroup and DCH, DFCS, DJJ, and DBHDD to track and communicate with the larger team



Implementation Activities

Ongoing Operations

- Weekly Escalation Calls
- Bi-weekly Cadence Calls
- Bi-weekly Sister-agency calls
- Weekly DCH/Amerigroup Executive calls
- Continued resolution of escalated issues



Implementation Activities

- **90 Day Transition Period**
 - No Prior Authorizations required/Existing Prior Authorizations honored
 - Members continued to receive healthcare services from their existing providers even if not in network
 - Extended to 120 days for behavioral health providers
 - Provider Outreach and Education
 - Continued outreach to complete HRS and CP

Implementation Activities

- Health Risk Screening

97% of children have had a health risk screening

- Care Plans

100% of children with Complex Care Coordination needs have care plans

- Health Check

100% of children have an assigned Primary Care Provider

✓ 59% Health Check visit compliance between March 2014 and Dec 2014 for Amerigroup compared to 40% pre-Amerigroup



Implementation Activities

- Dental Home

100% have a primary dental provider assigned

- **55.8% compliant with dental check-ups**
- 40% compliant pre-Amerigroup

- Outreach

- **16,000+** outreach calls have been made since go live by outreach care specialists & care coordinators scheduling preventative visits for medical and dental.



Implementation Activities

Psychiatric Residential Treatment Facilities (PRTFs)

- DCH negotiated with Amerigroup and collaborated with DFCS/DJJ in planning for 127 members to be discharged who no longer met medical necessity criteria
 - Negotiated-Notice of level of care expiration is at least 10 days in advance of expiration- staggered discharges
 - PRTF readmission rates are being tracked
 - 1.34% /~6 months with Amerigroup
 - Compared to 9.87% / 2013 rate for the same 6 month time period in 2013

Implementation Activities

Psychotropic Medication Coaches Program (PMC)

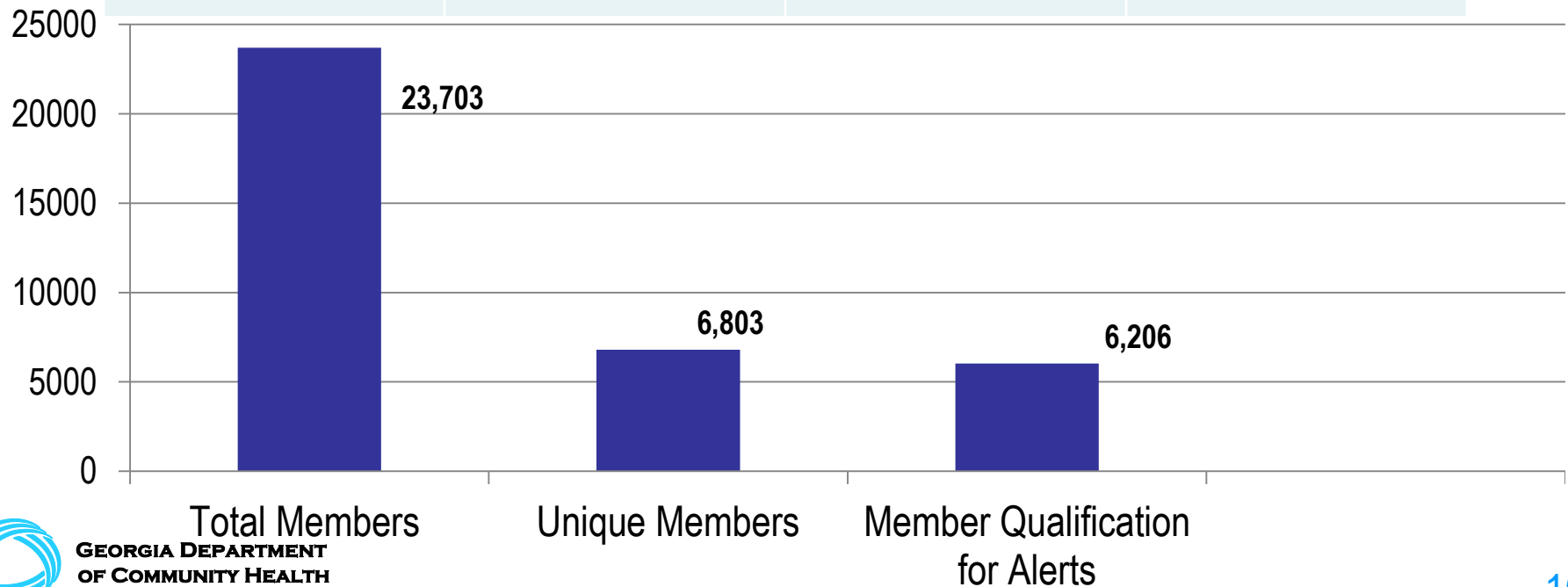
- Goal: To improve therapy outcomes for children who are taking behavioral health agents and are at risk for medication-related problems by:
 - Improving medication compliance
 - Detecting and reducing adverse drug events
 - Monitoring and reducing patterns of overuse
 - Providing frequent and routine outreach for high risk members

Implementation Activities

- Amerigroup's unique PMC model uses a targeted approach, working with prescription claims, to qualify members and identify potential drug therapy problems
- Georgia Families 360° members were qualified for PMC services per criteria
- Claims were processed through the qualification logic and members taking 1 or more psychotropic medications were enrolled in the program

Implementation Activities

Member Qualification		YTD	YTD%
Total Members in GF 360		23,703	
Unique Members on 1 or more medications	March 3, 2014	8,900	
Unique Members on 1 or more medications	February 28, 2015	6,803	24% reduction



Ongoing Focus

- Communication between the agencies and among stakeholders
 - Comprehensive training of field staff to better understand role of Amerigroup
 - Continue to demonstrate how Amerigroup's can relieve workloads of sister agency staff
 - Clarifying role of the community placement caregiver to work with Amerigroup



Ongoing Focus

- Creation of consistent continuity of care practices
- New community resources brokered by Amerigroup
- Non-traditional and specialist services and providers identified
- Member option to participate in Case Management
- DCH Programmatic record reviews

Ongoing Focus

- Separate meetings with provider associations
 - Together Georgia
 - GATS
 - North Georgia System of Care Council
 - GAAAP

Ongoing Focus

- Eligibility
- GaHIN-Georgia Health Information Network
- Value Based Purchasing

Ongoing Focus

- **Anecdotal Success Stories**

Monitoring & Oversight Committee Operations

- Members will serve for duration of current contract (June 30, 2016)
- Meeting frequency: Quarterly
- Meeting agendas
 - Quality Strategy
 - Data reporting from Year one
 - Identify focus and data requests
 - Subcommittees



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